

OBSERVATION REPORT #16

KPMG Consulting received several late responses to Product and Service Availability (PSA) pre-order requests submitted via EDI received responses after expected time frames.

Issue

KPMG Consulting submitted multiple PSA pre-order requests which received valid responses; however, the responses were late. The times between request and response for these EDI pre-orders ranged from twelve to fifty seconds.

Generally, upon submitting the PSAs, CLECs expect to receive the responses in approximately five seconds or less.¹ The following is a sample of pre-order requests that received late responses:

Issue	PON	PSA Sent	PSA Response Received	Difference
1	111011NN0H0000 03	09/19/00 17:20:34	09/09/00 17:21:10	36 seconds
2	111011NN0H0000 04	09/20/00 14:26:01	09/20/00 14:26:13	12 seconds
3	111021NN0H0000 11	09/19/00 17:30:16	09/19/00 17:31:06	50 seconds

Assessment

Late pre-order responses may inhibit CLEC's ability to predict the receipt of pre-order responses and process service orders, which may result in a delay for end users.

¹ The *New Jersey Carrier-to-Carrier Guidelines* (May 2000) specify that PSA timeliness for EDI pre-orders is parity (.56 seconds) plus 4 seconds.